Company Name:	Hor	nitos Telephone	Company	U#:	1011	Report Year:	2019
Reporting Unit Type:	✓ otal Company	Exchange		Reporting Unit I	Name:	Total Company	

				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile n	nonthly, file quarterly)		1st Quarte	r		2nd Quarter			3rd Quarter			4th Quarter	,
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interv	ral	Total # of business days	10	1	15									
Min. standard = 5		Total # of service orders	3	1	3									i .
IVIIII. Standard – 3	bus. uays	Avg. # of business days	3.33	1.00	5.00									i .
		Total # of installation commitments	3	1	3									i .
Installation Comr	nitment	Total # of installation commitment met	3	1	3									í
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0									Ī
		% of commitment met	100%	100%	100%									
Customers		Acct # for voice or bundle, res+bus	331	324	320									í
Customer Troubl	e Report	,					1							
	00//0 400 1: "	Total # of working lines												ĺ
	6% (6 per 100 working lines for	Total # of trouble reports												ĺ
9	units w/ ≥ 3,000 lines)	% of trouble reports												ĺ
Standard		'												
ä	8% (8 per 100 working lines for	Total # of working lines												
ž,	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
Min.		% of trouble reports												
Σ	10% (10 per 100 working lines	Total # of working lines	407	401	396									L
for units w/ ≤ 1,000 lines)		Total # of trouble reports	4	11	9									
	101 di 110 di	% of trouble reports	0.98%	2.74%	2.27%									i .
		Total # of outage report tickets	4	10	7									i .
		Total # of repair tickets restored in ≤ 24hrs	2	7	6									i .
Adjusted		% of repair tickets restored ≤ 24 Hours	50%	70%	86%									
Out of Service Re	eport	Sum of the duration of all outages (hh:mm)	90.48	281.88	60.02									
Min. standard = 90	0% within 24 hrs	Avg. outage duration (hh:mm)	22.62	28.19	8.57									
		Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	4	10	7									
Out of Service Re	eport	Total # of repair tickets restored in ≤ 24hrs	1	2	2									
	•	% of repair tickets restored ≤ 24 Hours	25%	20%	29%									
		Sum of the duration of all outages (hh:mm)	418.6	598.35	354.5									
		Avg. outage duration (hh:mm)	104.65	59.84	50.64									
Refunds		Number of customers who received refunds	1	0	2									
		Monthly amount of refunds	\$ 31.45	\$ -	\$ 18.87									
	uble Reports, Billing & Non-Billing)													
	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a me	nu option to reach live agent).	Total # of call seconds to reach live agent												
		%<60 seconds												
														1

Primary Utility Contact Information

Name: Gail Long	Phone: 541-516-8210	Email: gail.long@tdstelecom.com

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

U#:

1011

Report Year:

Email:

2018

Reporting Unit Type: ☐otal Company ☐exchange ☐Wire Center			_			Reporting Unit Nar	ne:	_	Catheys Valle	еу				
	Measurement (Compile n	nonthly file quarterly)		Date filed			Date filed			Date filed			Date filed	
	measurement (complie ii	ionany, nie quarteny)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarte	
		Total # of business days	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	╨
Installation Interva	l	Total # of business days Total # of service orders	4	0	0									₩
Min. standard = 5 b	us. days	Avg. # of business days	4.00	#DIV/0!	#DIV/0!					_			-	┢
		Total # of installation commitments	4.00	0	0									┢
Installation Commi	itmont		1	0	0									┢
Min. standard = 95%		Total # of installation commitment met Total # of installation commitment missed	0	0	U									-
IVIII1. Staridard = 507	o communent met	% of commitment met	100%	100%	100%					_			-	┢
		% or communent met	10076	10076	100 /6									
Customers		Acct # for voice or bundle, res+bus	116	112	108									
Customer Trouble	Report													
	00/ (0 400 1: 1: /	Total # of working lines												
6% (6 per 100 working lines for units w/ ≥ 3,000 lines)		Total # of trouble reports												
		% of trouble reports												
units w/ 1,001 - 2,999 lines)	Total # of working lines												İ	
		Total # of trouble reports												
	% of trouble reports													
	Total # of working lines	138	133	130										
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	0	0	1									
	ior units w/ ≤ 1,000 lines)	% of trouble reports	0.00%	0.00%	0.77%									
	1	Total # of outage report tickets	0	0	0									
		Total # of repair tickets restored in < 24hrs	0	0	0									
Adjusted		% of repair tickets restored ≤ 24 Hours	#DIV/0!	#DIV/0!	#DIV/0!									
Out of Service Rep	oort	Sum of the duration of all outages (hh:mm)												
Min. standard = 90%	% within 24 hrs	Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	#DIV/0!									
		Indicate if catastrophonc event is in a month	0	0	0									
Unadjusted		Total # of outage report tickets	0	0	0									
Out of Service Rep	oort	Total # of repair tickets restored in ≤ 24hrs	0	0	0									
		% of repair tickets restored ≤ 24 Hours	#DIV/0!	#DIV/0!	#DIV/0!									<u>L</u>
		Sum of the duration of all outages (hh:mm)	0	0	0									<u> </u>
		Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	#DIV/0!									<u> </u>
Refunds		Number of customers who received refunds	0	0	0									╙
		Monthly amount of refunds	\$ -	\$ -	\$ -									Щ
	ble Reports, Billing & Non-Billing)													L
	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing										-		Ш
live agent (w/a men	u option to reach live agent).	Total # of call seconds to reach live agent												<u>L</u>
		%<_60 seconds												

Primary Utility Contact Information

Phone:

Hornitos Telephone Company

Date	Δdo	nted:	7/28/	na

Company Name:

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Name:

Company Name:		Hornitos Telephone Compa	any	_			U#:	1011			Report Year:		2018	
Reporting Unit Ty	/pe:	☐otal Company ☐txchange ☐Wire Center					Reporting Unit Nar	ne:		Exchequer				
				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile n	nonthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	$\overline{}$
Installation Interval		Total # of business days	0	0	0	•								
Min. standard = 5 bu		Total # of service orders	0	0	0									
IVIIII. Standard = 5 bt	is. days	Avg. # of business days	#DIV/0!	#DIV/0!	#DIV/0!									
		Total # of installation commitments	0	0	0									
Installation Commit	tment	Total # of installation commitment met	0	0	0								i	ı
Min. standard = 95%	commitment met	Total # of installation commitment missed	0	0	0									
		% of commitment met	100%	100%	100%									
Customers		Acct # for voice or bundle, res+bus	26	26	25									
Customer Trouble	Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
5	units w/ ≥ 3,000 lines)	% of trouble reports												
ള		Total # of working lines												
踅	units w/ 1.001 - 2.999 lines)	Total # of trouble reports											 	_
φ.		% of trouble reports											 	
Ā Ģ		Total # of working lines	40	40	40									
_	10% (10 per 100 working lines	Total # of trouble reports	1	2	1								 	_
	for units w/ ≤ 1,000 lines)	% of trouble reports	2.50%	5.00%	2.50%								 	_
		Total # of outage report tickets	1	2	1								 	
		Total # of repair tickets restored in < 24hrs	0	1	0									_
Adjusted		% of repair tickets restored ≤ 24 Hours	0%	50%	0%									
Out of Service Rep	ort	Sum of the duration of all outages (hh:mm)	54.35	104,18	47.78									
Min. standard = 90%	within 24 hrs	Avg. outage duration (hh:mm)	54.35	52.09	47.78									
		Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	1	2	1									
Out of Service Rep	ort	Total # of repair tickets restored in ≤ 24hrs	0	1	0									
		% of repair tickets restored ≤ 24 Hours	0%	50%	0%									
		Sum of the duration of all outages (hh:mm)	176.35	128.15	47.78									
		Avg. outage duration (hh:mm)	176.35	64.08	47.78								1	
Refunds		Number of customers who received refunds	0	0	1								1	
		Monthly amount of refunds	\$ -	\$ -	\$ 8.78									<u> </u>
	le Reports, Billing & Non-Billing)													
	of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a menu	u option to reach live agent).	Total # of call seconds to reach live agent												
		%<_60 seconds												
		·	_ -											

Primary Utility	Contact	Information
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Name:	Phone:	Email:

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)
Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Company Name:		Hornitos Telep	hone Company	U#:	1011	Report Year:	2018
Reporting Unit Type:	otal Company	√ Exchange	∭vire Center	Reporting Unit Nam	e:	Hornitos	

	Measurement (Compile monthly, file quarterly)			Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile n	nonthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarte	r
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interv	·al	Total # of business days	1	0	10									
Min. standard = 5		Total # of service orders	1	0	2									1
iviin. Standard = 5	bus. days	Avg. # of business days	1.00	#DIV/0!	5.00									
		Total # of installation commitments	1	0	2									
Installation Comr	nitment	Total # of installation commitment met	1	0	2									
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0									
İ		% of commitment met	100%	100%	100%									
Customers		Acct # for voice or bundle, res+bus	94	93	94									
Customer Troubl	e Report													
	201 10 100 11 11	Total # of working lines												1
	6% (6 per 100 working lines for	Total # of trouble reports												
ndard	units w/ ≥ 3,000 lines)	% of trouble reports												
pu	8% (8 per 100 working lines for	Total # of working lines												
Sta	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
		% of trouble reports												
≅	10% (10 per 100 working lines	Total # of working lines	127	126	126									
	for units w/ ≤ 1.000 lines)	Total # of trouble reports	2	4	3									†
	for units w/ \(\sigma\) 1,000 lines)	% of trouble reports	1.57%	3.17%	2.38%									†
	•	Total # of outage report tickets	2	3	3									1
		Total # of repair tickets restored in < 24hrs	1	3	3									
Adjusted		% of repair tickets restored ≤ 24 Hours	50%	100%	100%									
Out of Service Re	enort	Sum of the duration of all outages (hh:mm)	29.65	9.35	9.7									T
Min. standard = 90		Avg. outage duration (hh:mm)	14.83	3.12	3.23									
standard – se	,,,,	Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	2	3	3									
Out of Service Re	eport	Total # of repair tickets restored in ≤ 24hrs	0	0	1									
		% of repair tickets restored ≤ 24 Hours	0%	0%	33%									
		Sum of the duration of all outages (hh:mm)	235.76	214.13	215.83									
		Avg. outage duration (hh:mm)	117.88	71.38	71.94									<u> </u>
Refunds		Number of customers who received refunds	1	0	0									<u> </u>
		Monthly amount of refunds	\$ 31.45	\$ -	\$ -									
	uble Reports, Billing & Non-Billing)													1
	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a me	nu option to reach live agent).	Total # of call seconds to reach live agent												
		%<_60 seconds												

	Primary Utility Contact Information	
Name:	Phone:	Email:

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

mpany Name:		Hornitos Telep	phone Company	U#:	1011		Report Year:	2018
porting Unit Type:	otal Company	√ Exchange	Wire Center	Reporting Unit Name:		Mt. Bullion		

				Date filed	Date filed			Date filed			Date filed			
Measurement (Compile monthly, file quarterly)			1st Quarter		2nd Quarter		3rd Quarter			4th Quarter				
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interval		Total # of business days	5	1	5	•								
Min. standard = 5 bus. days		Total # of service orders	1	1	1									1
		Avg. # of business days	5.00	1.00	5.00									
Installation Commitment Min. standard = 95% commitment met		Total # of installation commitments	1	1	1									
		Total # of installation commitment met	1	1	1									
		Total # of installation commitment missed	0	0	0									1
		% of commitment met	100%	100%	100%									
Customers		Acct # for voice or bundle, res+bus	95	93	93									
Customer Troubl	le Report													1
	1	Total # of working lines												
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports												
		% of trouble reports												
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	102	102	100									
		Total # of trouble reports	1	5	4									1
		% of trouble reports	0.98%	4.90%	4.00%									
		Total # of outage report tickets	1	5	3									
Adjusted Out of Service Report Min. standard = 90% within 24 hrs		Total # of repair tickets restored in < 24hrs	1	3	3									
		% of repair tickets restored ≤ 24 Hours	100%	60%	100%									1
		Sum of the duration of all outages (hh:mm)	6.48	168.35	2.53									1
		Avg. outage duration (hh:mm)	6.48	33.67	0.84									
		Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	1	5	3									
Out of Service Report Tc % SL Av Refunds		Total # of repair tickets restored in ≤ 24hrs	1	1	1									
		% of repair tickets restored ≤ 24 Hours	100%	20%	33%									
		Sum of the duration of all outages (hh:mm)	6.48	256.05	90.88									<u> </u>
		Avg. outage duration (hh:mm)	6.48	51.21	30.29									<u> </u>
		Number of customers who received refunds	0	0	1								1	<u> </u>
		Monthly amount of refunds	\$ -	\$ -	\$ 10.09									<u> </u>
Answer Time (Trouble Reports, Billing & Non-Billing)														<u> </u>
Min. standard = 80% of calls < 60 seconds to reach		Total # of calls for TR, Billing & Non-Billing												
live agent (w/a menu option to reach live agent).		Total # of call seconds to reach live agent	1											
		%< 60 seconds												
														i e

Name:	Phone:	Email:

Primary Utility Contact Information

Date Adopted: 7/28/09
Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)
Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)